

Graduate Certificate: Service Excellence

SCHOOL OF SPORT, TOURISM AND HOSPITALITY MANAGEMENT

About the Certificate

Great service is not merely a customer benefit: it is a competitive differentiator in any industry. The courses in the Service Excellence graduate certificate program leverage today's leading customer service strategies to prepare the student to establish a culture of service excellence that raises the standard of service for an organization, business unit, division or team.

Through the Service Excellence graduate certificate program, students learn to assess the market needs for the service provided by their organization and develop the leadership competencies required to create a consistent culture of empowerment and continuous improvement that will inspire exceptional service every time, everywhere.

Campus Location: Main

Full-Time/Part-Time Status: The graduate certificate is completed on a part-time basis. NOTE: International students may not be eligible to apply for a student visa based on admission to the certificate program. For more information, contact the assistant director of graduate enrollment for the School of Sport, Tourism and Hospitality Management.

Admission Requirements and Deadlines

Bachelor's Degree in Discipline/Related Discipline: All applicants must present credentials that are the equivalent of the appropriate baccalaureate degree at Temple University.

Apply for this certificate program at <https://sthm.temple.edu/certificates/service-excellence-graduate-certificate/>.

Certificate Requirements

Number of Credits Required to Complete the Certificate: 9

Required Courses:

Year 1		Credit Hours
Fall		
THM 5311	Service Management for the Tourism and Hospitality Industry	3
THM 5601	Service Industry Analytics	3
Term Credit Hours		6
Spring		
THM 5602	Service Experience Design	3
Term Credit Hours		3
Total Credit Hours:		9

GPA Required to be Awarded the Certificate: 3.0 minimum

Contacts

Certificate Program Web Address:

<https://sthm.temple.edu/certificates/service-excellence-graduate-certificate/>

Department Information:

School of Sport, Tourism and Hospitality Management
 111 Speakman Hall
 1810 N. 13th Street
 Philadelphia, PA 19122-6083
sthm@temple.edu
 215-204-8701

Submission Address for Application Materials:

https://foxgraduate.force.com/ERx_Forms__Portal_Login?type=sthm

Department Contacts:

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